



**4 FOOD PACKAGE/DRAFT ISSUANCE**

*Effective: 3/1/98*

**4.43 Returned Formula**

*Issued: 1/15/98*

**POLICY:** Local projects may accept the return of infant formula to the WIC project for exchange of other formula samples, or to receive replacement drafts for another formula.

**BACKGROUND:** This guidance is offered to local WIC projects, but it is up to the discretion of each local project to determine whether it will be implemented. Ultimately, local WIC projects are liable for their actions regarding this issue. This policy is offered to provide documentation and guidelines which might alleviate the liability issue. Projects may elect to never accept and/or reissue returned formula; replacement drafts may be issued in certain circumstances (see Policy 4.37 Replacement Drafts).

**PROCEDURE:**

**A. REASONS FOR RETURN INCLUDE:**

1. Formula was not tolerated by the infant. (This should be discussed with the WIC nutritionist).
2. Infant no longer uses formula

**B. ASSESSMENT OF RETURNED FORMULA**

1. Local project staff should ask the following:
  - a) Reason for the return
  - b) Where the formula was stored
  - c) Whether the formula was exposed to extreme heat or cold
    - (1) “Extreme cold” would be if the liquid formula was frozen; powdered formula is not affected by freezing temperatures.
    - (2) “Extreme heat” would be if the liquid formula was stored at temperatures higher than 90 degrees.
  - d) Expiration date of the formula
2. If the returned formula appears to be in good condition, it may be:
  - a) Reissued to another participant, or



- b) Donated to a local food pantry, or
- c) Donated to the Humane Society/animal shelter

### **C. FORMULA NOT IN GOOD CONDITION**

1. Formula that has been stored appropriately by the participant but is not in good condition when opened (e.g., severely clumped to the point of being unusable) should be returned by the participant to the store where the formula was purchased. (See Policy 4.44 Returned Food)
  - a) The store should replace it for the same kind of formula. It may not be exchanged for a different formula.
  - b) If a store refuses to accept the formula, contact the State WIC Vendor Unit.
2. Formula that was exposed to extreme temperatures should not be accepted from the participants.
3. Defective formula samples must be reported to the State WIC Office and not reissued.
  - a) The number of frozen product
  - b) Dented formula sample cans may be donated for animal consumption only

### **D. REPLACING RETURNED FORMULA**

1. When a replacement or sample formula is available at the local WIC project, replace the returned formula for new formula from the available stock on a can-for-can basis. Replace any unredeemed drafts for an equivalent amount of the desired formula.
2. When sample formula is not available at the local WIC project, request that the participant bring the unused formula and drafts to the project and issue replacement drafts for an equivalent amount of the desired formula. See Policy 4.37 Replacement Drafts. Contact the State WIC Office for an emergency shipment of formula samples.